ABSTRACT

Efficiency Evaluation of Nutrition Division of PHC Hospital Surabaya Using Data Envelopment Analysis

Efficiency analysis needs to be done on the inpatient nutrition and outside catering segments in Nutrition Division of PHC Hopital Surabaya in order to improve production efficiency. Efficiency analysis is performed using Data Envelopment Analysis based on the input-oriented and the model of Constant Returns to Scale. This is observational research and case study on the inpatient nutrition and outside catering segments in Nutrition Division of PHC Hospital Surabaya. Primary data collected by in-depth interview and observation in the research location and secondary data consist of personnel costs, materials costs, equipment costs, supplies costs, selling price, and the number of products sold. Secondary data is data that is used periodically per month during 2013. The results of this study are inpatient nutrition and outside catering segments efficient in utilizing the productive capacity with an efficiency score of 106,51% and 112,19%, but there are certain months with inefficient capacity utilization rate of production. This raises the inefficient condition on the average utilization of the input variables. Inpatient segment is not efficient in the utilization of personnel costs, material costs, equipment costs, and supplies costs. Outside catering segment is not efficient in the utilization of materials costs and equipment costs, but efficient in personnel costs and supplies costs. Recommendation from this study are: 1) a clear division of employees between business segments; 2) the assessment of production per month to see the trend of production as a material consideration when determining the procurement of equipment and supplies. Procurement of equipment and supplies should not be done when production decreases, because it will reduce the level of efficiency; 3) research and development on the use of alternative food.

Keywords: *relative efficiency, Data Envelopment Analysis (DEA), nutrition division of hospital*